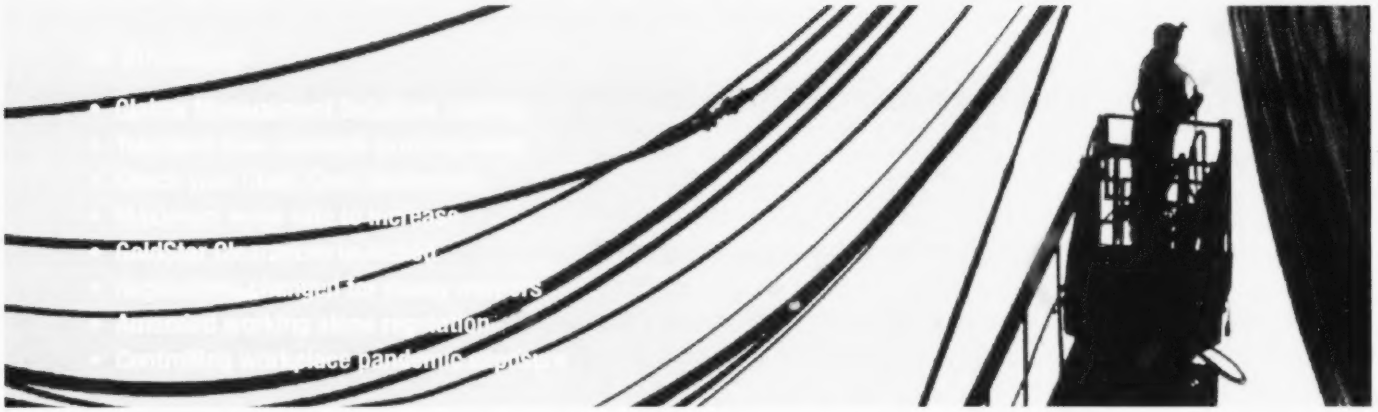
NEWS UPDATE

JANUARY 2008

WORKSAFE
WORKING TO MAKE A DIFFERENCE
worksafebc.com



Soon, managing claims will be easier

WorkSafeBC will be launching Claims Management Solutions (CMS) in 2008. This new state-of-the-art system is designed to improve service to our customers, and reduce claims and administrative costs.

In the future, if your worker has reported an injury online or by phone, we'll notify you of the injury and give you online access to the incident details. In these cases, you won't be required to submit a separate injury report – instead, you'll simply log on to **WorkSafeBC.com** to review your worker's report, make your revisions to it, and submit it back to us. Fast, easy, and convenient.

Teleclaim now available province-wide

Teleclaim – WorkSafeBC's new call centre for worker claims – is now available throughout all of B.C. Workers can report their time-loss injuries over the phone rather than filling out and submitting forms. The new process is quicker and easier than before and provides more personalized service up front. Teleclaim also ensures that employers are notified of any worker injuries.

Teleclaim is open Monday to Friday, from 8 a.m. to 4 p.m., at 1 888 WORKERS (1 888 967-5377), or #5377 for Telus, Rogers, and Bell Mobility customers. To order free Teleclaim materials for your workplace, including a poster that explains what workers should do if they are injured at work, visit our online store at **www.worksafebcstore.com**.

Reminder: check your Claim Cost Statements

If you receive Claim Cost Statements, check them carefully to ensure claim costs are allocated correctly. WorkSafeBC will not adjust claim costs if the 75-day time limit has passed since the date of the decision. Similarly, WorkSafeBC will not permit a request to review the allocation decision if the 90-day time limit has passed.

To report any errors or discrepancies in your Claim Cost Statements, call 604 232-7727 or toll-free at 1 888 922-2768, extension 7727.

TIME SAVER

Quick automated phone service

We've introduced a new phone number to allow you to easily report your payroll and pay your premiums. Simply phone 1 877 FilePay (1 877 345-3729).

To use the service, you'll need:

- The payroll report ID from the top left corner of your Employer Payroll and Contract Labour Report
- Your payroll figures
- Your credit card information, to make a payment

Most transactions can be completed in two minutes or less.

Note: You can't use this number to access all our automated phone services. To cancel your account or amend your payroll, for instance, you'll need to call 604 244-6181 or toll-free at 1 888 922-2768.

The maximum wage rate and the maximum coverage for Personal Optional Protection (POP) insurance has increased, effective January 1, 2008. The maximum wage rate – the maximum earnings insurable per worker or active shareholder for the year – will increase to $66,500 per worker in 2008, up from $64,400 in 2007, while the maximum allowable POP coverage will increase to $5,542 per month from $5,367.

GoldStar Clearances launched

In May 2007, WorkSafeBC introduced GoldStar Clearances. Clearance letters indicate whether a firm is registered with WorkSafeBC and whether it is reporting payroll and paying premiums as required. GoldStar Clearances give qualifying firms advanced clearance to the beginning of the next quarter.

For more information, visit **WorkSafeBC.com** and click on "Get a clearance letter," which you'll find under "Doing Business with WorkSafeBC."

Regulations changed for young workers

Young workers, aged 15 to 24, and workers new to their jobs are better protected, thanks to amendments to the Occupational Health and Safety Regulation.

Effective July 27, 2007, employers must provide young or new workers with job-specific orientation and training before they begin work. Employers are also now required to document training and make the documentation available to WorkSafeBC upon request.

The amendments were prompted by the unacceptably high number of injuries faced by new and young workers.

For details and assistance with implementing the new regulation, visit **www2.worksafebc.com/Topics/YoungWorker/Resources-Employers.asp.**

Amended working alone regulation

WorkSafeBC has amended the Occupational Health and Safety Regulation to improve health and safety for individuals working alone or in isolation. The amendments will require mandatory pre-payment at gas stations throughout the province and introduce new requirements to protect workers working alone.

The amendments formally acknowledge the potential for violence and injury facing individuals who work alone, particularly those in late-night retail establishments such as gas stations and convenience stores.

The new requirements will be effective February 1, 2008. For the complete media release, visit **www.worksafebc.com/news_room/default.asp.**

Guidelines available for pandemic influenza

Employers can now access a guideline to help establish exposure control plans in the workplace in the event of an influenza pandemic. The guideline, finalized following a public consultation and review by a committee of stakeholders, provides information on pandemic influenza, its routes of transmission, and proper risk assessment and controls – including engineering controls, work procedures, and personal protective equipment such as respiratory protection.

To assist employers further, WorkSafeBC is developing a range of practical tools, such as sample exposure control plans for small- and medium-sized workplaces.

To view the guideline, visit **www2.worksafebc.com/Publications/OHSRegulation/Guidelines.asp** and select G6.34-2: Exposure control plan - Pandemic influenza.

Did You Know?

Back strains represent almost 25 percent of all reported work injuries.

Popular contacts

- Claims Call Centre 604 231-8888, toll-free 1 888 967-5377
- Employer Service Centre 604 244-6181
  toll-free 1 888 922-2768
- Prevention Information Line 604 276-3100
  toll-free 1 888 621-7233
- Human Resources 604 276-3009, toll-free 1 888 757-5552
- Report fraud 1 877 523-3315

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This newsletter is also available electronically on the WorkSafeBC web site at **http://www.worksafebc.com/publications/newsletters/news_update/**

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